

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 12-14-2006 BY 60324 AUC/BAW/CPB/YMW

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9/11/01

Reference Lead Control Number SF162

[REDACTED]
[REDACTED] was interviewed at his place of employment, United Airlines (UAL), San Francisco International Airport, telephone number 650/634-5400. After being advised of the identity of the interviewing agents and the nature of the interview, he provided the following information:

On 9/11/01 at approximately 6:40 am, [REDACTED] an UAL System Aircraft Maintenance Controller, took control of a phone call by an unidentified female flight attendant of UAL flight 93 initially received [REDACTED] [REDACTED] was on the phone with the attendant for only a couple of minutes. The female flight attendant said that two male hijackers who had knives were onboard, one of which was in the first class section of the plane and the other was possibly in the cockpit. The first class section was secured, no passengers were able to leave or gain entrance to the first class seating area.

[REDACTED] provided a hand written statement to the interviewing agents, the statement reads as follows:

"I was called over to the STARFIX Desk at approximately 0640 PST. STARFIX informed me a flight attendant was on the line from Flight 93 and it was being hi-jacked. I took over the call and the flight attendant reported two men with knives are onboard. One man in the flight station and one man at first class. One man attacked a flight attendant but no passengers or crew were hurt. I asked the condition of the aircraft, she said a few small dives but OK. Then I lost contact."

At approximately 7:23 am, [REDACTED] received information from [REDACTED] of Airphone, Oakbrook, Illinois, [REDACTED] that a passenger from UAL Flight 93 had called Airphone. At 7:30 am, [REDACTED] informed [REDACTED] that the passenger relayed

9/11/01

San Francisco, California

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SA [REDACTED]

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[REDACTED] 9/11/01

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information that there were three males who have bombs, knives, and at present no injuries. At this time UAL Flight 93 was flying over Pennsylvania and the hijackers had taken over the aircraft. [REDACTED] had no further identifiable information to provide on weapons or explosives used.

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9/11/01

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[REDACTED]
[REDACTED]
[REDACTED] was interviewed at his place of employment, United Airlines, San Francisco International Airport, telephone number 650/634-5400. After being advised of the identity of the interviewing agents and the nature of the interview, he provided the following information:

On 9/11/01 shortly after 6:00 am pacific time, [REDACTED] a STARFIX Technician received a call through the STARFIX phone system from a female flight attendant of United Airlines(UAL) Flight 93, Aircraft 5491. The unidentified female flight attendant told [REDACTED] that the plane had been hijacked. [REDACTED] told the Flight attendant to remain calm and that they were aware of the situation.

[REDACTED] provided a hand written statement to the interviewing agents, the statement reads as follows:

"While answering calls from the STARFIX station, I was contacted by a female flight attendant. She spoke to me in a hurried and scared voice. I was informed that she was on Flight 93, Aircraft 5491. She said that the plane was being hi-jacked. The hi-jackers were in the cabin and Flight deck. I informed her that we had run into similar problems and were aware of her situation. I told her to remain on the line and I was going to transfer her call directly to my shift manager. His phone line showed busy on the monitor screen, so I then spoke directly with the 757 controller across the divider. We called across the room and were able to contact a manager who then came to the STARFIX table. He took over the call to Flight 93. All specific information regarding where the hi-jackers were on the aircraft and how the aircraft was flying, were then taken. This information was then taken directly to the crisis center. All information was passed on to the people monitoring the events."

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SA [REDACTED] /dwc,

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[REDACTED]
[REDACTED] was the manager who had taken over the phone call from the female flight attendant of UAL Flight 93. Information was received that everyone was removed from first class seating and that the hijackers had knives and were in the cockpit. [REDACTED] had no further identifiable information of weapons used.

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